

Announcement for patients with overseas insurance

海外保険をご利用の患者様へ

We would like to inform you that, effective September 1, 2024, we will no longer be able to process direct billing for outpatient services with all overseas insurance companies contracted with the Tokushukai Group.

Due to repeated delays in payment and slow responses from overseas insurance companies, we are facing an increase in outstanding balances, which has become a significant issue.

For these reasons, we have decided to implement the following measures by the group.

However, in cases where medical expenses exceed 100,000 yen (e.g., Chemotherapy, Insulin therapy, Hormone therapy), we will discuss with the patient and respond accordingly based on the situation. Please feel free to ask the International Medical Support Department staff (Interpreters) for assistance.

In that case, you must sign the separate form of “Declaration form for using overseas insurance” and fill in the guarantor information.

In addition, if there are any additional patient responsibilities after confirming the payment from the insurance company, we will contact you or your guarantor, and please make the payment by the designated due date. If the payment is not made by the due date or at the hospital's decision, we may transfer the debt to a collection agency and share the patient's information (such as address, name, phone number, and email address) to facilitate the collection process.

We apologize for any inconvenience this may cause you and sincerely appreciate your understanding.

2024 年 9 月 1 日より、徳洲会グループと契約を交わしている全ての海外保険会社に対する外来診療の直接請求を停止することをご案内申し上げます。

現在、度重なる海外保険会社からの入金や対応の遅延に伴い、未収金の増加が問題となっております。このような背景から、当グループといたしましては、上記の対応を取らせていただく運びとなりました。但し、外来でも 10 万円以上の高額になるケース（例：化学療法、インスリン治療、ホルモン療法等）は、患者様と相談の上、状況に応じて対応致しますので、お気軽に国際医療支援部スタッフまでお問い合わせ下さい。直接請求の際は、別紙の誓約書（海外保険直接請求をご利用する患者様用）にご署名、保証人情報をご記入いただくようお願い申し上げます。

尚、保険会社からの入金確認後、追加自己負担金があれば患者様もしくは保証人へご連絡しますので、指定期日までにお支払い頂くようお願い致します。期日までにお支払いが確認できない場合または病院の判断において、決済代行サービスへ債権移行し、個人情報の提供（住所、氏名、電話番号、メールアドレス）に加えて決済代行サービスから支払いを請求致します。

患者様にはご不便をおかけいたしますが、何卒ご理解・ご協力頂きますようお願い申し上げます。

Chubu Tokushukai Hospital

Issued date: August, 2024

Revised date: April, 2025